

CANCELLATION / CREDIT LEARN TO SWIM

- WAVES TERM PAYMENT
 DIRECT DEBIT MEMBERSHIP

CUSTOMER DETAILS

First name _____ Last name _____
Address _____
Suburb _____ Postcode _____
Phone _____ Mobile _____
Email _____

REQUEST DETAILS

Participant name _____
 CANCELLATION / WITHDRAWAL Date of last lesson to attend ____ / ____ / ____

Reason for Cancellation / Withdrawal:

MEDICAL CREDIT
Lesson date(s) missed: _____

OFFICE USE ONLY
Medical certificate sighted
_____ (staff initials)

DECLARATION

- I have read, understand and hereby agree to the terms and conditions of cancellation/credit as defined on the reverse of application form.
 By clicking here you are agreeing to the terms and conditions outlined on reverse of this form.
 As a direct debit paying member, I understand a \$25 cancellation fee will apply per family upon cancelling should the required minimum 12 months continuous enrolment period not have been met. This fee and will be debited from my account on my final debit run.

SUBMIT

OFFICE USE ONLY

ADMIN FEE \$ _____	REFUND DETAIL _____
AUTHORISATION	
<input type="radio"/> REFUND (minus admin fee) \$ _____	
<input type="radio"/> CREDIT ON ACCOUNT \$ _____	SIGNATURE _____
<input type="radio"/> PASS TYPE NO	(KINGSTON ACTIVE AUTHORISATION)
<input type="radio"/> CANCELLED	DATE / /

TERMS & CONDITIONS

The following Terms & Conditions were provided and agreed upon at the time of enrolment into our Swim School Program.

CANCELLATION/CREDIT CONDITIONS

All cancellations must be placed in writing on the cancellation/credit application form and must include a reason for the refund/credit request.

The cancellation/credit application form is a request only. Management have the discretion to assess requests for refund/credit and determine if the request should proceed.

A change in the personal circumstances of the participant shall not entitle the participant to a refund/credit.

It is understood that not all programs and services offered at the centre are identical in their business and that different terms and conditions for cancellations/credits shall apply.

Swim School membership credits must be applied for within one (1) month of the missed lesson and must be accompanied by a medical certificate.

All approved refunds paid will incur an administration fee.

DIRECT DEBIT CANCELLATION

Customers must provide notice should they wish to cancel their Swim School Membership and direct debit payment. A cancellation form must be completed prior to the next direct debit date. A cancellation fee of \$25 per family will apply to enrolments that are cancelled before a continuous enrolment period of 12 months has lapsed. Students may attend lessons up until the nominated last lesson date.

TERM CANCELLATIONS

A term registration will only be cancelled from the date specified on the cancellation/credit form and will not be backdated, unless a medical certificate is supplied. A credit of remaining fees paid will remain on family account for 12 months.

MISSED LESSON MEDICAL CREDIT

A maximum of four (4) weeks per term may be applied for, upon presentation of a medical certificate. Credits applied may be used for following term fee payment or will remain on customer account for 12 months.

Credits on a direct debit membership will be deducted from future debits accordingly. Credits are applied based on the per lesson cost

ADMINISTRATION & SPECIAL CONDITIONS

Participants will be given one (1) month notice of any changes to the refund/credit terms and conditions.

SUPERVISION REQUIREMENTS

As per centre guidelines, parents/guardians of children under the age of 10 are required to accompany their child within the centre and actively supervise their child at all times.

PRIVACY STATEMENT

Personal information collected by Council is used for municipal purposes as specified in the Local Government Act 1989. The personal information will be held securely and used solely by Council for these purposes and/or directly related purposes. Council may disclose this information to other organisations if required or permitted by legislation. The applicant understands that the personal information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and/or correction should be made to Council's Privacy Officer. A full copy of our Privacy Policy may be obtained at kingston.vic.gov.au or from one of our Customer Service Centres.